

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Personnel Technician	Job Family: 2
General Classification: Professional	Job Grade: 20

Definition: Under general direction to perform varied paraprofessional and technical duties in a variety of program areas, including recruitment and selection, position classification and compensation, benefit administration, and employee training and development; and perform other duties as assigned.

Distinguishing Characteristics: This a paraprofessional and confidential position with technical and specialized responsibility in various activities in the Employee Services Department. This classification performs a variety of personnel-related assignments and requires considerable use of analytical ability where incumbents are required to exercise a reasonable degree of independent judgment. Requires specialized knowledge of City-wide and personnel-related policies, procedures and practices, as well as applicable Federal and State laws and regulations. All responsibilities and duties must be performed in a confidential and tactful manner utilizing good judgment.

Receives general supervision from assignment management staff.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Interprets rules and regulations, contracts, policies and procedures, and applies such interpretation in the performance of assigned responsibilities.
2. Provides technical assistance to employees and Employee Services management on issues related to assigned responsibilities.
3. Conducts surveys and compiles data; performs research and statistical analysis and prepares related reports, manuals and policies.
4. Coordinates with the Finance and Administrative Services Department to maintain the City's position control.
5. May act as the administrator for the department specialized software programs, including the human resources module of the payroll/Human Resources Information System (HRIS) software; assists in developing application of specialized software to improve employee access of employment data; creates documents and processes in the effort to streamline the department's business processes; analyzes HRIS data and generates reports.

Position Title: Personnel Technician

Page 2

6. Assists with the day-to-day operations of the City's employee benefit and insurance plans, including coordinating and monitoring paperwork related to COBRA.
7. Processes employee transactions using HRIS, which includes new hires, merit and salary increases, promotions, transfers and separations.
8. Assists with the coordination of recruitments, which includes creating the job announcement, preparing advertisements, representing the City at career fairs, scheduling and coordinating written exams and oral board interviews, creating eligibility lists and developing letters for the candidates.
9. Assists with updating job descriptions and personnel policies and procedures.
10. Monitors the employee performance evaluation process; sends notifications to departments of upcoming performance evaluations; reviews and processes the performance evaluation.
11. Assists with conducting and responding to salary surveys for classification and compensation reviews.
12. Builds and maintains positive working relationships with the public, coworkers and other City employees using principles of exceptional customer service.
13. May coordinate projects or special events relating to a division or departmental programs such as City training and recognition.
14. Performs related duties as assigned.

Minimum Qualifications:

Knowledge of: Principles and practices of local government organization and administration; principles and practices of personnel policies and procedures; working knowledge of human resources information systems programs; recruitment and selection processes; benefits administration; classification and compensation plans; records management; operation of personal computers (i.e., word processing, spreadsheet and data base programs); proper English usage.

Ability to: Research and analyze data collection and write reports; process information and data; review, analyze and make recommendations to solve administrative problems; recognize program needs and develop strategies to implement more efficient systems and procedures; read, analyze and interpret

Position Title: Personnel Technician

Page 3

information such as rules, laws and procedures and effectively apply them in a work situation; perform complex and detailed technical work, including arithmetic and calculations with considerable independence; accurately and thoroughly complete assignments under the pressure of deadlines while effectively handling several assignments at once; work independently with minimal supervision; prioritize assignments; develop and maintain accurate record-keeping systems; maintain confidentiality; use good judgment in dealing with sensitive issues; communicate effectively, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work; provide exceptional customer service; operate a personal computer using Windows environment software, including Microsoft Word, Excel and the department's HRIS system; type 35 wpm or a speed necessary for successful job performance.

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: Training and experience equivalent to the completion of an associate of arts degree and four years of increasingly responsible administrative clerical experience. A bachelor's degree from an accredited college or university with major course work in personnel administration, human resources or a related field may substitute for two years of the required experience. Experience with a public sector agency is highly desirable.

Established March 1, 2002

Revised

CLASS SPECS

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